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February 24, 2000

Mr. Dale Hatfield  
Chief, Office of Engineering and Technology  
Federal Communications Commission  
2000 M Street NW, Suite 480  
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

**1. DATE / INCIDENT LOCATION TIME:**

January 27, 2000 08:55 AM EST

**2. GEOGRAPHICAL AREA AFFECTED:**

Westport, MA

**3. CUSTOMERS AFFECTED (APPROXIMATELY):**

250,791 (based on blocked calls)

**4. TYPES OF SERVICES AFFECTED:**

Toll Access and Toll Completing

**5. DURATION OF OUTAGE:**

4 Hours 43 Minutes

**6. BLOCKED CALLS:**

752,372

**7A. CAUSE OF INCIDENT:**

During a work activity to straighten a telephone pole in Westport, MA, Bell Atlantic severed an AT&T cable with an auger while attempting to loosen frozen soil around the pole. Bell Atlantic did not notify the One-Call Center of the work activity.

**7B. EQUIPMENT NAME / TYPE:**

Fiber Optic Cable

**7C. PART OF NETWORK:**

Fair Haven, MA – Providence, RI

**8. RESTORATION METHODS:**

Restoration was hampered by frigid weather conditions and automatic overhead restoration was not available on this facility. Therefore, 13 T3s were restored within 4 hours and 38 minutes by manually mapping to a radio route that was no longer carrying service. The remaining 23 T3s were restored by physical repair within 4 hours and 43 minutes. Approximately 3,800 feet of cable had to be deployed to span the damage site in order to restore all service.

**9. STEPS TO PREVENT REOCCURRENCE:**

An AT&T technician met with Bell Atlantic to review their responsibility per One-Call laws to provide notification to the "One-Call Center" prior to any digging activity near buried utilities to prevent potential service disruptions.

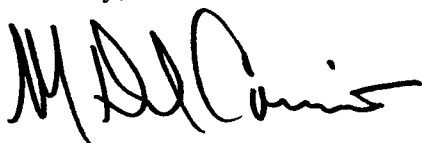
**10. APPLICABLE BEST PRACTICES:**

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION A: FIBER OPTIC CABLE DIG-UPS: CAUSES AND CURES. Based on the root cause of this outage, AT&T is in complete support of enforcing the call-before-you-dig legislation as referenced below, for purposes of bringing about reductions in fiber cable failures due to digging.

**6.1.3 Details – Key lessons and best practices**

Call-Before-You-Dig Legislation – enforce, enact, and/or revise state and federal underground facility damage prevention laws.

Sincerely,

A handwritten signature in black ink, appearing to read "M D Conis". The signature is fluid and cursive, with a long horizontal stroke at the end.

This form should be sent for the following timeframes:

B/C 90,000 - 149,999 3 days

B/C 150,000 & greater 120 minutes

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**AT&T****Initial Service Disruption Report**

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice

202-418-2812 FAX

ALTERNATE FCC WATCH OFFICER

202-418-2813 FAX

1. Date/Time of Incident 1/27/00 at 0755 NWT or 0855 ET
2. Geographic area affected Fairhaven, MA - Providence, RI
3. Customers affected (est) 50,000 +
4. Types of service affected toll connect
5. Duration of outage ongoing at time of report
6. Blocked calls (est) 150,000 +
- 7a Cause of incident contractor cable cut
- 7b Equipment name/types fiber optic cable
- 7c Part of network affected Fairhaven, MA - Providence, RI
8. Restoration methods used N/A
9. Steps to prevent recurrences N/A

AT&T contact person:

Mike DeCasino

Telephone number:

202-457-2023

Date/Time of report:

1/27/00 at 10:35am

